



FISCAL  
YEAR **2020**  
ANNUAL REPORT

Hope for the Future  
[www.denver.va.gov](http://www.denver.va.gov)

VA



U.S. Department of Veterans Affairs

Veterans Health Administration  
Eastern Colorado Health Care System



# Hope for the Future

VA Eastern Colorado Health Care System (VA ECHCS) is a Joint Commission accredited, complexity level 1A facility, covering more than 44,000 square miles, serving Veterans in eastern Colorado and surrounding states. The medical center is located in Aurora, Colorado, with outpatient clinics located throughout Colorado: Alamosa, Aurora, Denver, Golden, Colorado Springs, Pueblo, La Junta, and Lamar. There are Primary Care Telehealth Clinics in Burlington and Salida. VA ECHCS has a 30 bed Community Living Center in Pueblo, CO, a 19 bed PTSD-Residential Rehabilitation Treatment Program in Denver, CO and a 40 bed Homeless Domiciliary in Lakewood, CO. VA ECHCS has additional free-standing health care sites which include the Jewell Polytrauma and Low Vision Clinic and the Community Resource and Reference Center (CRRC).

Organizationally, we have a strong commitment to research and in FY20, we had more than \$23 million in funded research. Our research incorporates a Geriatric Research and Education Service, Mental Illness Research Education Clinical Center of Excellence, and a Center for Innovation for Veteran Centered and Value Driven Care. In addition to research, we also have a strong academic affiliation with the University of Colorado, supporting more than 900 medical residents and students while also training more than 50 trainees.

## Eastern Colorado Health Care System

1700 North Wheeling Street, Aurora, CO 80045  
303-399-8020 | [www.denver.va.gov](http://www.denver.va.gov)



@VAECHCS



@VAECHCS



@VAECHCS



# Executive Leadership



**Michael T. Kilmer**  
Director



**Clifford L. Parmley**  
Chief of Staff



**Keith Harmon**  
Nurse Executive



**Josh Pridgen**  
Associate Director



**Mary S. Newell**  
Assistant Director

## Sites of Care

### **Alamosa VA Clinic**

622 Del Sol Drive  
Alamosa, CO 81101  
303-398-6340

### **Aurora VA Clinic**

13701 East Mississippi Avenue  
Gateway Medical Bldg #200  
Aurora, CO 80012  
303-398-6340

### **Burlington VA Clinic**

1177 Rose Avenue  
Burlington, CO 80807  
719-346-5239

### **Denver VA Clinic**

4545 E. 9th Avenue, Suite 010  
Denver, CO 80220  
303-399-8020

### **Golden VA Clinic**

1020 Johnson Road  
Golden, CO 80401  
303-914-2680

### **Jewell VA Clinic**

14400 East Jewell Avenue  
Aurora, CO 80012  
303-283-5400

### **La Junta VA Clinic**

100 Carson Avenue, Suite 104  
La Junta, CO 81050  
719-383-5195

### **Lamar VA Clinic**

1401 South Main Street, Suite 2  
Lamar, CO 81052  
719-336-0315

### **PFC Floyd K. Lindstrom VA**

Clinic 3141 Centennial Blvd  
Colorado Springs, CO 80907  
719-327-5660

### **PFC James Dunn VA Clinic**

4776 Eagleridge Circle  
Pueblo, CO 81008  
719-553-1000

### **Rocky Mountain Regional VA Medical Center**

1700 North Wheeling Street  
Aurora, CO 80045  
303-399-8020

### **Salida VA Primary Care Telehealth Outreach Clinic**

920 Rush Drive  
Salida, CO 81201  
719-539-8666





# Message from the Director

## Michael Kilmer

Director, VA Eastern Colorado Health Care System

In my first complete year with VA Eastern Colorado Health Care System, we were faced with incredible challenges that pushed our employees, Veterans and our communities to the brink. This past year was truly unlike anything we as an organization or as individuals had ever faced.

This past year, I learned so much about strength and resiliency. I know that it is because of each other that we continue to push through. We witnessed our Veteran community come together and support each other. We were fortunate as a health care system to never experience being over capacity with COVID-19 cases. I attribute that largely to all of you. Thank you for doing your part. Thank you for wearing your mask. Thank you for trusting in us as we quickly transitioned to virtual care, closing many of our outpatient clinics for a period of time to shift operations to ensure we could safely care for our inpatients.

In fiscal year 20, we provided care to 96,259 unique Veterans, we increased the number of Women Veterans served by five percent, we completed more than 978,000 outpatient visits and had 4,867 inpatient hospital admissions. We rolled out our Community Care Network with our new third party administrator as we continue with VA MISSION Act implementation. We opened our Rocky Mountain Fisher House, received the Patient Experience Excellence Award for greatest inpatient satisfaction across all VAs and the list goes on.

I will continue to advocate for all of you. I will set my eyes on the way forward for our organization and our footprint in eastern Colorado, ensuring that we bring our Veterans the most advanced, cutting edge and innovative health care.

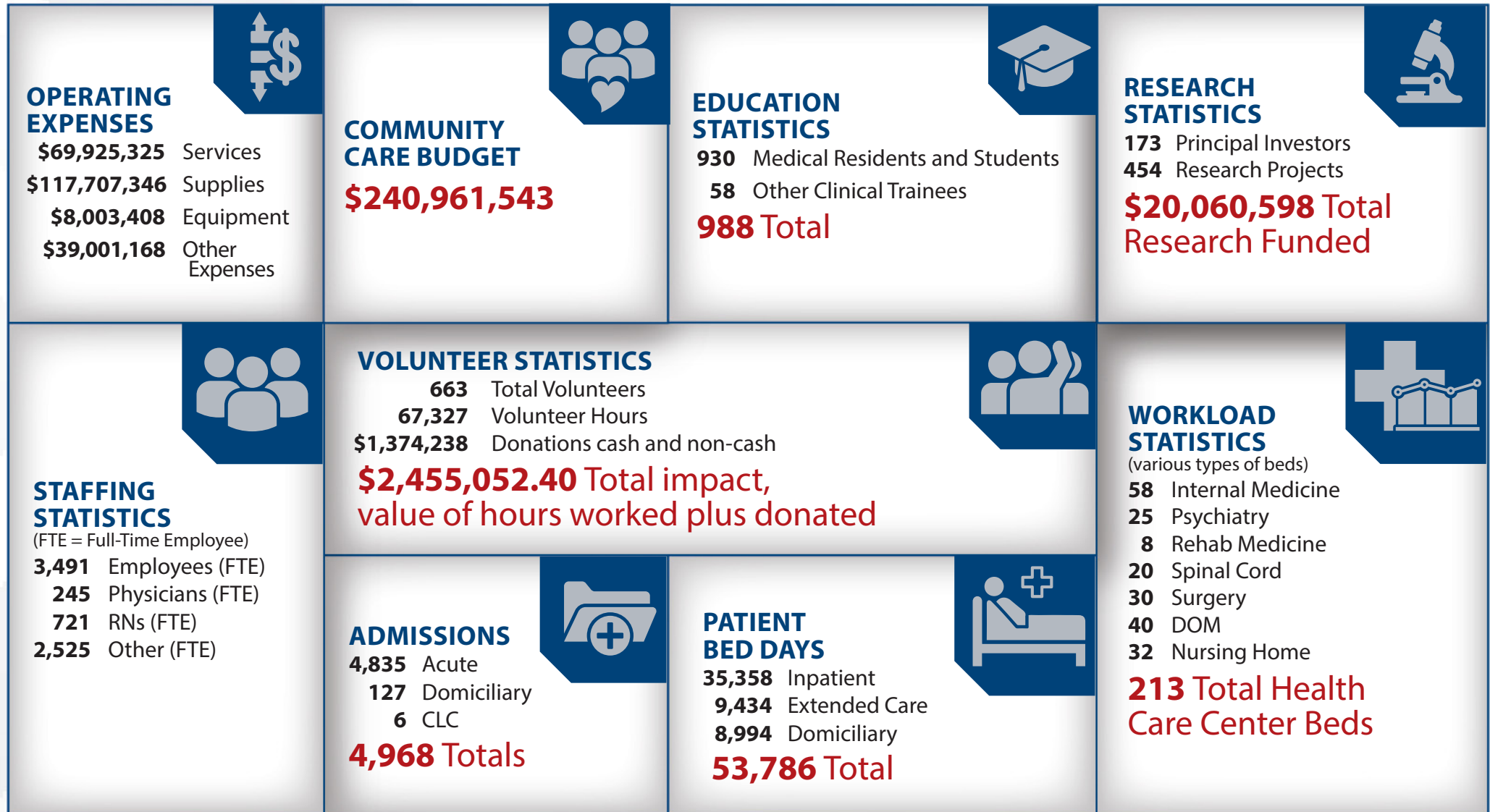
I have never been prouder to be part of a VA organization than I am to be a member of the VA Eastern Colorado Health Care System team.

Thank you for choosing VA and entrusting the Eastern Colorado Health Care System with your health care needs. I look forward to the year ahead.





# 2020 Financial Report & Statistics





# 2020 Financial Report and Statistics continued

## AVERAGE LENGTH OF STAY (DAYS)

**25** Domiciliary  
**4** Acute (only includes surgery and medicine)



## SURGERIES

**1,408** Inpatient  
**2,872** Outpatient  
**4,280 Total**



## MY HEALTHVET FY20

**59,594** Registered users  
**132,554** Secure messages received



## OUTPATIENT VISITS

**4,994** Alamosa VA Clinic  
**24,091** Aurora VA Clinic  
**1,430** Burlington VA Clinic  
**17,685** Denver VA Clinic:  
**63,884** Golden VA Clinic:  
**2,311** IDES  
**15,372** Jewell VA Clinic  
**4,343** La Junta VA Clinic  
**1,580** Lamar VA Clinic  
**172,745** PFC Floyd K. Lindstrom VA Clinic  
**66,385** PFC James Dunn VA Clinic  
**583,038** Rocky Mountain Regional VA Medical Center  
**874** Salida VA Clinic  
**978,808 Total**



## TELEHEALTH MEDICINE

**46,674** Individual instances of care  
**18,178** Veterans using Telehealth



## VETERAN POPULATION IN CATCHMENT AREA

(ESTIMATED)  
**300,724**





## Accreditation & Certification

- American Association of Blood Banks (AABB)
- American Board of Physical Therapy Residency and Fellowship Education (ABPTRFE) for Physical Medicine Rehabilitation Services, Orthopedic Residency
- American College of Radiology (ACR)
- American Psychological Association (APA) for Behavioral Health (pre-doctoral internship, post-doctoral fellowship, MIRECC)
- American Society of Health-System Pharmacists (ASHP) for Pharmacy Residencies (PGY1 Pharmacy Practice, PGY2 Geriatrics, PGY2 Psychiatry, PGY2 Health System Pharmacy Leadership Administration)
- Assessment and Accreditation of Laboratory Animal Care (AAALAC)
- College of America Pathologist (CAP)
- Commission on Accreditation of Rehabilitation Facilities (CARF)
- Commission on Dental Accreditation (CODA) for Dental Residency
- Food and Drug Administration (FDA) accreditation for both lab and mammography
- Joint Commission (JC)
- Nuclear Regulatory Commission (NRC)





# Awards & Accomplishments

## **VA Physical Therapist of the Year**

VA Eastern Colorado Health Care System's very own Dr. Craig Rudikoff was named the 2020 Physical Therapist of the Year by VA's Physical Therapy Field Advisory Council for his exceptional contribution to the field. Rudikoff was chosen for his wide-ranging accomplishments leading to improved Veteran-centric care and the advancement of PT within VA.

## **Most Improved Inpatient Experience**

VA Eastern Colorado Health Care System was recognized by the Veterans Experience Office in partnership with the Veterans Health Administration as the most improved VA for inpatient experience in fiscal year 2019. This award was formally presented in August of 2020.

## **Valor Award**

In February of 2020, then VA Secretary Robert Wilkie approved Officer Jason Sullivan the highest award a VA employee can receive, the Award of Valor. Sullivan was later presented the award for his quick thinking and heroic actions which not only saved the life of an at-risk Veteran, but also that of his fellow officers.

## **Daisy Awards**

VA Eastern Colorado Health Care System had nine nurses receive the Daisy Award in fiscal year 2020. Daisy is an international non-profit organization that is committed to recognizing extraordinary nurses.

## **Healthcare Equality Index 2020**

We received the designation as a Healthcare Equality Index "Top Performer" by the Human Rights Campaign (HRC). According to the HRC, "the Healthcare Equality Index is the national LGBTQ benchmarking tool that evaluates healthcare facilities' policies and practices related to the equity and inclusion of their LGBTQ patients, visitors and employees." This designation reflects the commitment we have to provide LGBTQ-inclusive services and reflects the hard work of staff to become trained in LGBTQ-sensitive care.





# All Things COVID

As the entire world responded to a global pandemic, VA Eastern Colorado Health Care System did the same with tact and professionalism. They took hospital infrastructure and in places identified opportunities to double and triple capacity if needed. They were the first VA in the nation to conduct in-house COVID-19 testing. They were one of the first VAs to stand up drive-thru COVID testing. They created an outdoor ED triage to minimize risk exposure for non-COVID/non-emergent Veterans needing care. They were innovative with care delivery approaches and steadfast in their decisions, always keeping the safety of their teams and Veterans in the forefront of every decision.

Not only were they leaders in the community, but together with their VA partners, VA Eastern Colorado Health Care System answered a call that had long gone unanswered in their health care system. For the first time in eight years, Eastern Colorado deployed VA employees through the Disaster Emergency Medical Personal System (DEMPS) which is the Veterans Health Administration's main deployment program for clinical and non-clinical staff to an emergency or disaster, answering the call to support other states inundated by the global pandemic.

## **COVID Funds:**

**\$48,683,716** Received FY20

**\$12,900,361** Expenses FY20

## **COVID Tests Completed\***

**11,709** Veterans

**2,845** Employees

**14,554** Total Tests

\*These numbers do not reflect unique individuals; some Veterans and Employees may have had multiple tests completed

## **COVID Results:**

**430** Veteran Positives

**8,065** Veteran Negatives

**70** Employee Positives

**1,302** Employee Negatives

## **Hospitalized COVID numbers:**

103 total inpatient stays  
For 94 distinct patients  
(all veterans)

## **COVID Research:**

15 active COVID research studies

## **DEMPS by the numbers:**

# of deployments – 34

# of days deployed –  
cumulative 476 days  
(24 different Volunteers)

## **Places deployed:**

- Gulf Coast Veterans Health Care System, Louisiana
- Jack C. Montgomery VA Medical Center, Oklahoma
- Whiteriver Indian Hospital, Arizona
- Oklahoma City VA Medical Center
- Wisconsin State Veterans Home at King
- Lake Charles VA Medical Center, Louisiana
- Ft. Harrison VA Medical Center, Montana





# Facilities & Construction Projects

Opened 16-unit Fisher House  
(April 2020)

Permanently Decommissioned the  
Denver VA Medical Center Campus  
(September 2020)

PTSD-RRTP Contract Awarded  
(September 2020)

## Fisher House

- Housed 228 new families which includes 337 new individuals
- Serving 9 Active Duty families
- Even with limited capacity and closing due to COVID, FY20 occupancy average was 45%



# Turning the Page

A hand is shown turning a white page from a blue background. The page is partially turned, revealing a light blue background underneath. The hand is positioned at the bottom left, with fingers curled around the edge of the page. The background is split into a solid blue upper half and a light blue lower half, separated by a diagonal line. The title 'Turning the Page' is written in white, with 'Turning' on the top line and 'the Page' on the bottom line. A thin blue line connects the title to the text on the right, forming a rectangular frame around the text.

While faced with adversity, the wheels kept on rolling as VA Eastern Colorado worked to build clinical platforms for expanding health care delivery and services to the Veterans who choose VA.

Looking ahead to FY21, we are excited to be bring to you:

- A comprehensive Bariatric Program
- A TAVR Program (a nonsurgical transcatheter aortic valve replacement)
- Chiropractic and Acupuncture Care



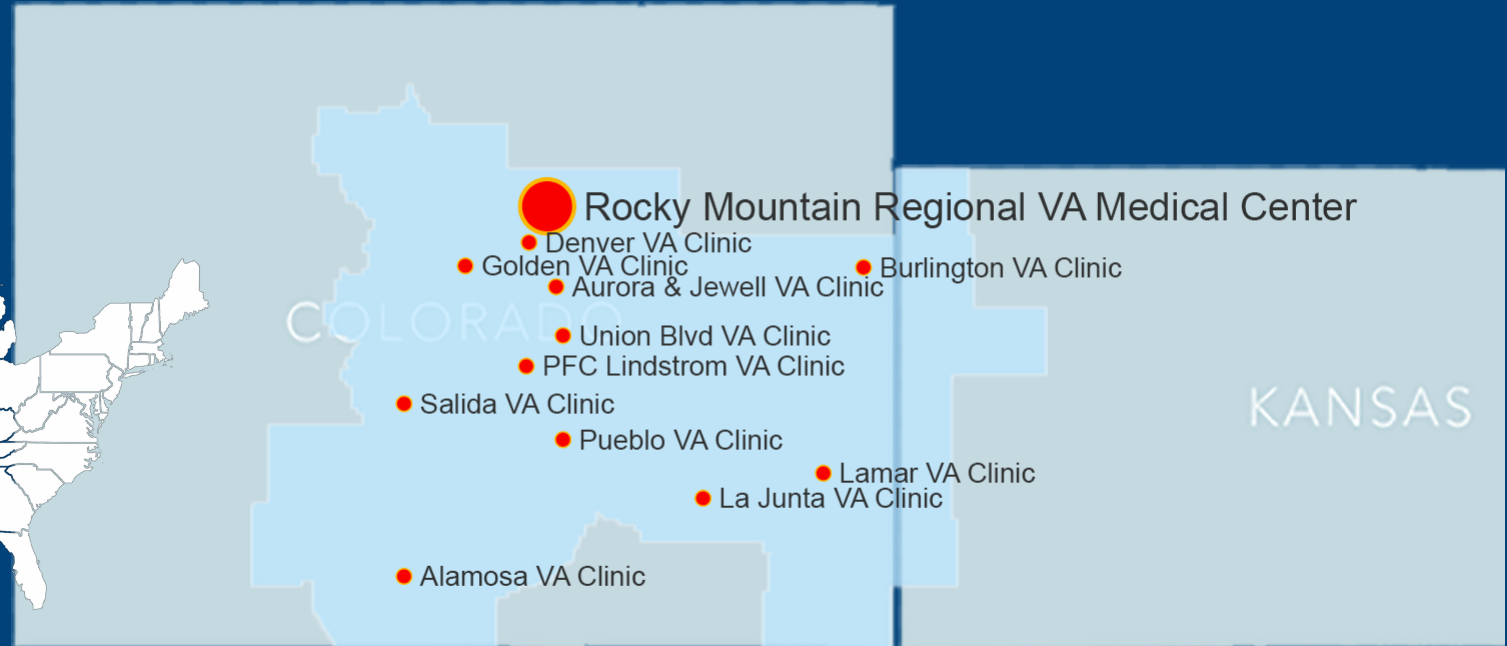
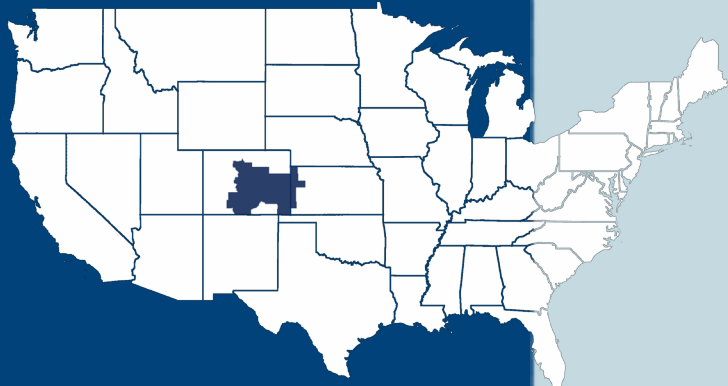
# Eastern Colorado Health Care System

VA



U.S. Department of Veterans Affairs

Veterans Health Administration  
Eastern Colorado Health Care System



1700 North Wheeling Street, Aurora, CO 80045

303-399-8020

[www.denver.va.gov](http://www.denver.va.gov)